

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

PATENT
10/015,266

In re application of : Confirmation No.:
Michael W. Brown et al : 1753
Serial No.: 10/015,266 : Group Art Unit: 2643
Filed: 12/12/2001 : Intellectual Property
Title: Promoting Caller Voice : Law Department
Browsing In A Hold Queue : International Business
: Machines Corporation
: 11400 Burnet Road
: Austin, Texas 78758

February 5, 2002

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner of Patents, Washington, D. C. 20231 on February 5, 2002

Martha Acosta 2/5/2002
Martha Acosta

COPY OF PAPERS
ORIGINALLY FILED

NOTICE TO FILE CORRECTED APPLICATION PAPERS
SUBSTITUTE DRAWINGS IN COMPLIANCE WITH 37 CFR 1.84
TRANSMITTAL OF FORMAL DRAWINGS

Assistant Commissioner of Patents
Washington, D. C. 20231

Sir:

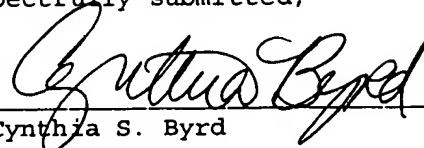
In response to the PTO request dated 1/16/2002 requesting the Notice to File Corrected Application Papers.

Please substitute the attached formal drawings (7) for the informal drawings.

Should there be any comparison or other fee involved in the substitution of the drawings, kindly charge Deposit Account No. 09-0451. A duplicate copy of this document is attached in the event the deposit account is charged.

Repectfully submitted,

By


Cynthia S. Byrd
Registration No. 39,365
Intellectual Property Law Dept.
IBM Corporation
11400 Burnet Road - 4054
Austin, Texas 78758
(512) 823-5884